Last updated: July, 1, 2025

Dockware (“we,” “our,” or “us”) values your privacy and is committed to protecting your personal data. This Privacy Policy explains what information we collect, how we use it, and your rights regarding your data when using the Dockware mobile app and web platform.

1. Information We Collect

We process your personal data based on your consent, our contractual obligations to provide services, compliance with legal obligations, and our legitimate business interests. When you use Dockware, we collect:

- **Account Information**: Name, email address, company name, phone number, and payment details.
- **Shipment Data**: Dimensions, images, and metadata related to scanned shipments.
- **Device & Usage Data**: Device type, operating system, app usage statistics, and crash reports.
- **Location Data**: Precise GPS location when using the app (only while active).
- **Logistics Data**: Barcode readings, symbols, and bill of lading details.

2. How We Use Your Information

We use your data to:

- Provide and improve our shipment dimensioning and analysis services.
- Store shipment records in your Dockware account.
- Enhance security and detect fraud.
- Train machine learning models (only using **fully anonymized** and **aggregated** data).
- Improve app performance and fix technical issues.

We **do not** sell your personal data to third parties.

3. Data Storage & Security

Your data is stored on **your device and our cloud servers**. We use industry-standard security measures to protect it, including encryption and access controls.

- Deleting your account **will not** delete the data you have generated and which is on our servers. *Users may request to delete data by reaching out to Dockware directly.*
- Your **shipment data is stored indefinitely**, unless it is manually deleted.

4. Data Sharing & Third Parties

We share data only when necessary:

- **Cloud storage & AI tools**: We use providers like Supabase, Vercel, Heroku, and Modal to store and process visual and dimensional information about shipments.
- **Third-party integrations**: Dockware uses industry standard services such as Stripe for payment processing.
- **Internal analytics**: We use crash reporting and usage analytics to improve the app.
- **Future integrations**: You may choose to integrate with logistics providers (e.g. TMS and WMS), but these are **opt-in** integrations.

5. Industry Insights

- Dockware reserves the right to aggregate user data at the municipal and state level for the purpose of producing anonymized industry insights. Such aggregated data will not identify any individual users and will be used solely in a non-personal, analytical context.

We will never sell or share your shipment images with third parties without express consent from the user.

5. Your Rights & Choices

If you are an EU user (GDPR compliance):

- Request a copy of your data (“Right of Access”).
- Correct incorrect data (“Right to Rectification”).
- Delete your data anytime (“Right to Erasure”).
- Restrict processing or object to automated decision-making.

If you are a California user (CCPA compliance):

- Request details about the data we collect.
- Ask us **not to sell or share** your data (we do not sell data, but we honor opt-outs).
- Delete your personal data anytime.

To exercise your rights, contact info@dockware.ai

6. Opt-Out & Data Deletion

- Users can **manage privacy settings and delete data** within the Dockware app/web portal.
- Location tracking can be turned off via **device settings**.

7. International Data Transfers

By using Dockware, you acknowledge that your data may be transferred and processed in the United States and other jurisdictions where data protection laws may differ from those in your country.

8. Third-Party Links & External Sites

Dockware may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their policies.

9. Changes to This Policy

Dockware reserves the right to update this policy. Any changes will be posted on our website and within the app. Users will be notified of significant updates.

For questions about this Privacy Policy, please contact us at **info@dockware.ai**